

# Hargrove Ordering & Payment Guide

## ONLINE ORDERING

<https://hargrove.boomerecommerce.com>

Hargrove's secure online ordering website is the preferred method for placing orders for your event. Here you can order booth furnishings, carpet, rental exhibits, graphics, labor, material handling services, request shipping quotes, and more. The exhibitor service manual for your event is also available here for reference.

## LOGIN INFORMATION

When online ordering is open for your event, you'll receive an email with details on how to access your account. First time users will receive a temporary password for their initial login. If you have not received the email containing your login information, please contact Hargrove Exhibitor Services at [exhibitorservices@hargroveinc.com](mailto:exhibitorservices@hargroveinc.com) or +1 301.306.4627

## PAYMENT INFORMATION

Hargrove is committed to ensuring safe transactions for our exhibitors. Our online ordering website is the most secure method for placing orders and submitting payment. A credit card will need to be on file to process orders. For your protection and ours, we will not accept credit card information via email. We will also never email payment information.

If you're unable to submit payment online, please contact Hargrove Exhibitor Services at +1 301.306.4627 to provide payment information over the phone.

## PAYMENT POLICIES

Payment in full must accompany your order. Discounted rates will not apply to orders received without payment.

Please note: We will use this form or payment submitted online as authorization to charge your credit/debit card account for all orders, at any time, including those placed onsite by your representative. These charges may include all services provided by Hargrove, LLC including but not limited to material handling, labor, and shipping charges.

For your convenience, we accept payment by Visa, Mastercard, Discover Card, American Express, company check, and wire transfer. For tax-exempt status, please submit a tax-exempt certificate.

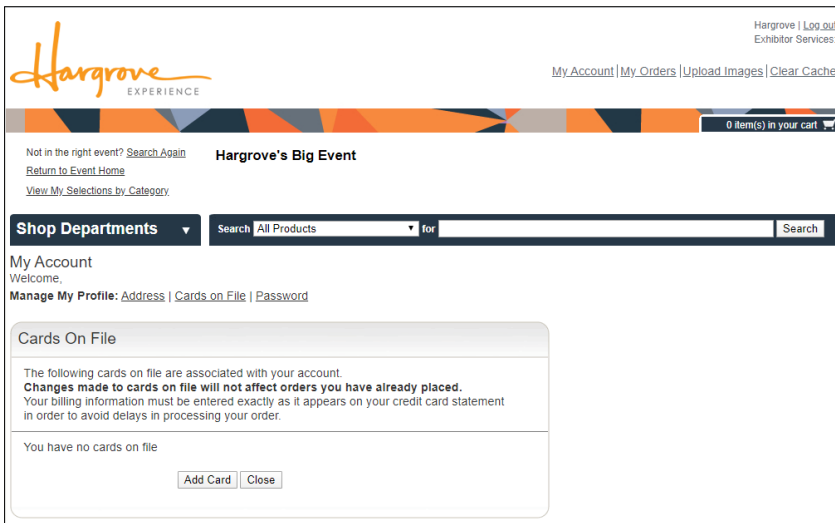
Please review Hargrove's Terms & Conditions for additional policies pertaining to orders.

## Hargrove Ordering & Payment Guide (cont.)

You can upload credit card payment information to your Hargrove account two ways.

Login to your Hargrove account at: <https://hargrove.boomerecommerce.com>

### ADD A CREDIT CARD TO YOUR ACCOUNT



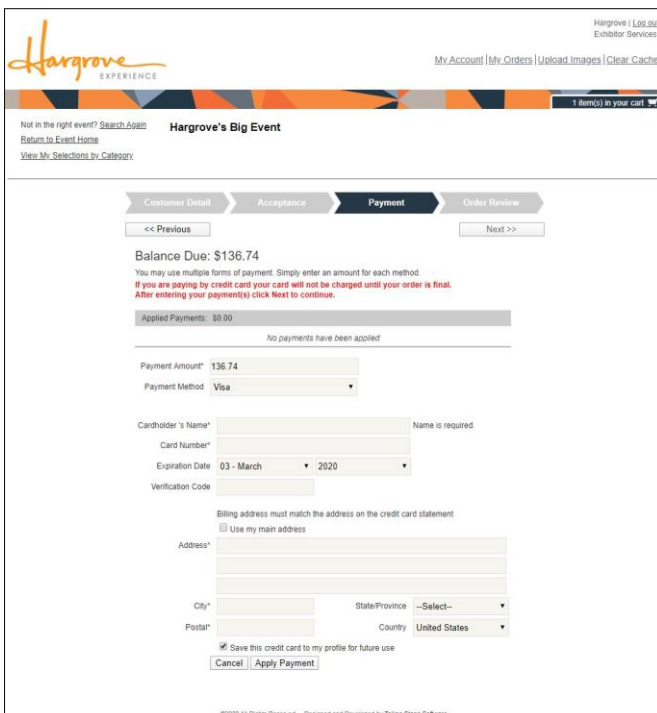
The screenshot shows the Hargrove account page. At the top, there's a navigation bar with links: My Account, My Orders, Upload Images, and Clear Cache. Below this, there's a section for 'Hargrove's Big Event' with a search bar and a 'Shop Departments' dropdown. The main content area is titled 'My Account' and includes a 'Manage My Profile' link. Under 'Cards On File', it states: 'The following cards on file are associated with your account. Changes made to cards on file will not affect orders you have already placed. Your billing information must be entered exactly as it appears on your credit card statement in order to avoid delays in processing your order.' Below this, it says 'You have no cards on file' and provides 'Add Card' and 'Close' buttons.

Select My Account.

Under Manage My Profile, select Cards On File.

Here you can add a credit card to your Hargrove account. A credit card will need to be on file in order to process your orders.

### ADD A CREDIT CARD WHEN PLACING ORDERS



The screenshot shows the Hargrove checkout page. It has a progress bar with steps: Customer Detail, Acceptance, Payment, and Order Review. The 'Payment' step is active. It shows a 'Balance Due: \$136.74' and a 'Payment Amount: 136.74'. The 'Payment Method' is set to 'Visa'. Below this, there are fields for 'Cardholder's Name', 'Card Number', 'Expiration Date' (03 - March 2020), and 'Verification Code'. There's a checkbox for 'Use my main address' and a field for 'Address'. At the bottom, there's a checkbox for 'Save this credit card to my profile for future use' and buttons for 'Cancel' and 'Apply Payment'.

When you are done ordering, check out by clicking on your Cart.

Review your order & customer details.

After reviewing and accepting the Terms & Conditions, add your credit card under the Payment section.

Complete the credit card information fields.

Select **Save this credit card to my profile for future use.** – This saves the card to your account for future orders, material handling charges, and any potential refunds.

Apply payment & finalize your order.